

Community
Wood
Recycling

ENVIRONMENTAL & SOCIAL IMPACT ANNUAL REPORT 2017-18



**A year of saving resources and changing lives
in the Community Wood Recycling network**



RICHARD MEHMED
MANAGING DIRECTOR,
COMMUNITY WOOD
RECYCLING

The Community Wood Recycling social franchise has flourished over the last year. With record amounts of timber saved from the waste stream and jobs and training opportunities created, we have combined meeting our social and environmental objectives with providing our customers with an efficient and cost-effective wood waste collection service, and our communities with a source of low-cost quality recycled wood.

Our network has been growing; this year saw the successful transition of two of our operating areas to new enterprises and the opening of a new project in Wolverhampton, and we have four more members due to open over the next few months. We have invested in our people, infrastructure and in technology enabling us to provide an even better service.

I am proud to lead a network which shares our values of commitment to the environment and the desire to bring real change to the lives of people who are excluded from the mainstream of society. We continue to show how social enterprise working in partnership with the commercial sector can be a powerful agent for change.

I sincerely thank all of our members, customers, staff and supporters for working so hard with us to help create a more just and sustainable society.

I hope our partnership continues to go from strength to strength.

THE COMMUNITY WOOD RECYCLING MODEL

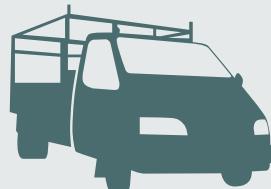
- ▶ Wood waste is stockpiled in a segregated area.
- ▶ Collections are made in a 3.5 tonne truck and the wood is taken back to the wood yard.
- ▶ Once at the yard it is sorted and as much as possible is prepared for reuse.
- ▶ Larger pieces of timber are sold to the public for reuse. Smaller pieces are made into furniture and other goods for sale to the public. Leftover wood is cut up and sold as firewood. Only wood which cannot be reused is sent for recycling by chipping.
- ▶ This work is labour intensive and much is low skilled, and it provides meaningful volunteering and work placement opportunities for disadvantaged people.



REUSE AND RECYCLING

This year, the network collected twice the weight of the Tower of London in waste wood.

Any material not directly reused was recycled into woodchip, used in particleboard, animal bedding, and carbon-neutral fuel in power stations.

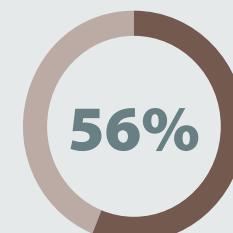


21,000 tonnes collected

▲ 7% year on year



9,240 tonnes reused



11,760 tonnes recycled

TRAINING AND SUPPORT

Collecting, processing and selling the collected wood gives hundreds of trainees the opportunity to develop their self-esteem and confidence and learn skills that will help them to get back into the job market. We provided 16,400 days of training, an average of 26 days per volunteer.



640 people trained

16,400 days of training

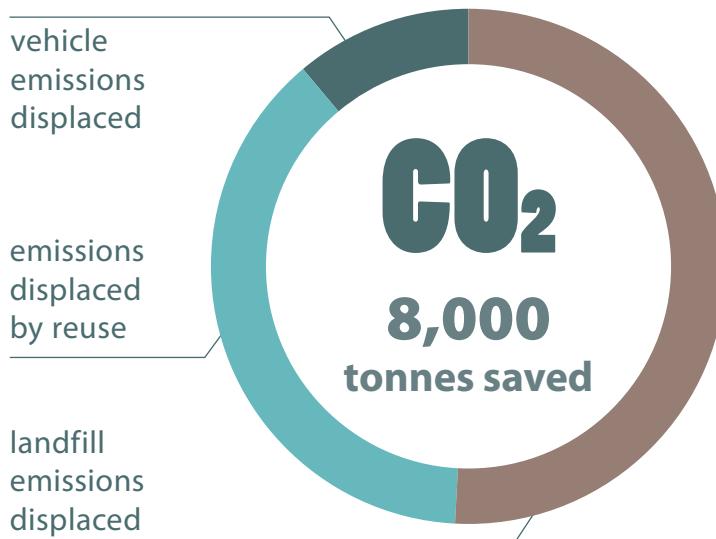
EQUITABLE JOBS

Our local, people-powered methods create far more jobs than mechanised bulk recycling. The network provided approximately 100 full-time and 80 part-time jobs, just under 1 job for each 100 tonnes collected.



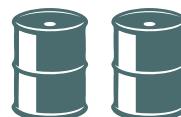
180 paid jobs created

117 tonnes per job



CARBON REDUCTION

We estimate that by keeping wood out of landfill, providing wood for reuse without the energy costs of harvesting and transport, and using more efficient vehicles, we helped reduce emissions by the equivalent of 8,000 tonnes of CO₂. That's around the same as the emissions produced by the electricity use of 1,000 houses in one year, or 18,000 barrels of oil.



1 tonne wood reused = 2 oil barrels CO₂ saved

CHANGING LIVES

Community Wood Recycling has helped hundreds of people overcome challenges in their lives by providing training and a supportive, meaningful work environment.

GYURI

Gyuri, a 56 year old Hungarian, was working as a builder. The recession left him unemployed and homeless, with a 76-year-old mother to support. He was offered work in the UK with the promise of a good wage, transport and accommodation, but little did he know, this was being arranged by traffickers. He found himself forced to live in a small house with 25 other men, working 70 hours per week as a driver for a weekly wage of £10. He escaped with another resident before being found and retrafficked twice, working long hours doing building work for only token cash. He was too afraid to leave for fear of becoming homeless again.

Gyuri eventually came to the notice of police after a failed suicide attempt. He was identified as a victim of human trafficking and moved to a safe house in Birmingham, then referred to the Wood Recycling Project for support with his progression, keen to gain legitimate UK work experience.

His confidence developed and he showed himself to be an exceptionally hard worker. They were thrilled to later find themselves in a position to be able to offer him permanent employment, and he is now a highly valued member of the team.

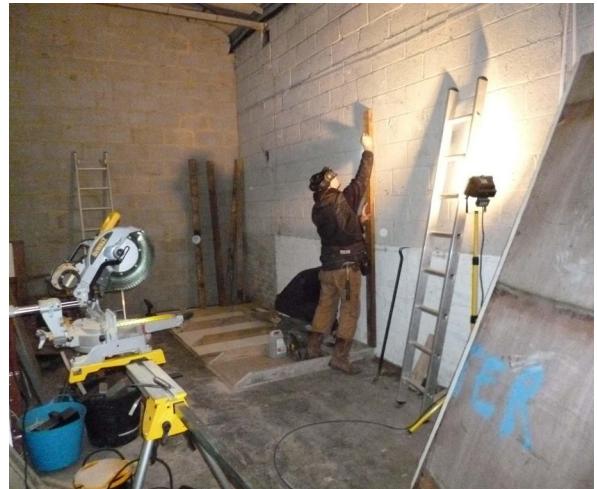
His colleagues have said: "We'd be lost without him now."

Gyuri says: "I don't know what would happen if not working. Maybe homeless, no food, I don't know. It is a good feeling coming to (the) job."

JACK

Jack was 54 years old when he came to East Midlands Wood Recycling, following a four-year period of caring for his wife, her eventual death, and a period of depression during which he could barely leave his house. Although struggling initially, after a few weeks at the enterprise there was a huge change in his appearance and attitude. He was keen to lend a hand, and became a close friend to many of the other volunteers. He left the enterprise in June, and moved across the country, starting a new relationship and securing full-time employment. He sent Kevin (the Managing Director) a card from his new location, saying:

"I want to thank you and Claire for giving me a chance and getting me to believe in myself again... the experience gained in working with you is priceless... I will never forget you and what you have done for me."





GORDON

Gordon was a bus driver by trade. Due to his struggle with alcohol he lost his driving license and, along with it, his job.

He lost his confidence and fell into a spiral of de-motivation and depression. His marriage broke down and he spent 10 long years unemployed, thinking he was unemployable.

He was referred to his local community wood recycling enterprise in St Albans by the Job Centre as part of their Re-Start scheme for the long-term unemployed. Gordon worked hard as a volunteer for several months. He got to like the place and they liked him. His confidence and motivation gradually improved and eventually he became so valuable to the enterprise that he was offered a part-time paid job; his first for a decade! Just three months later his job was made full-time, and he has now been working with St Albans Wood Recycling for four years; a rock-solid employee who helps newer members of staff and volunteers to find their feet too.

Geoff Deans, Director of St Albans Wood Recycling says: "Gordon is a very different person to the unhappy, directionless person who had almost given up on life when I met him those years ago. He's super reliable and hard-working and I trust him 100%. He's always laughing and joking and enjoying life with his new partner."

Gordon says: "I just want to be out on the road driving the truck, doing my bit for St. Albans Wood Recycling. I'm glad they gave me a chance to prove myself."

PAUL

Paul suffers from anxiety and depression, has schizoaffective disorder and believed he was unemployable. With an addiction to alcohol and class-A drugs, Paul spent years in and out of rehab.

His social worker advised him to get some work experience, so he started to volunteer at the Wood Recycling Project, spending time in the workshop, going on collections and eventually being trained to serve customers in the shop. Although, in Paul's words, he was "totally out of his comfort zone" the work gave meaning and structure to his life and he slowly built his confidence and self-esteem.

After a while he was offered a job and now works three days a week. By working in the wood store he has been able to get back into paid employment, and with his issues under control, the Project helped him to get his own flat.

"I need to check my thinking out regularly as I can get paranoid and delusional and I'm really lucky that my friends at work are understanding and help me not to get caught up in my old habits"

"I don't think there is any other workplace that would help the underdogs as much as the Wood Recycling project"



OUR NETWORK

NEW ENTERPRISES

NORTHAMPTONSHIRE WOOD RECYCLING CIC

WEEDON BEC, NORTHAMPTONSHIRE

Northamptonshire Wood Recycling CIC is a community interest company created to serve Northamptonshire, Milton Keynes, Bedfordshire and Rugby.

RIVERSIDE TIMBER RECYCLING PROJECT

ROMFORD, ESSEX

Riverside Timber Recycling Project provides a wood waste collection service to North East London and the surrounding area.

RESOURCES REGENERATION CIC

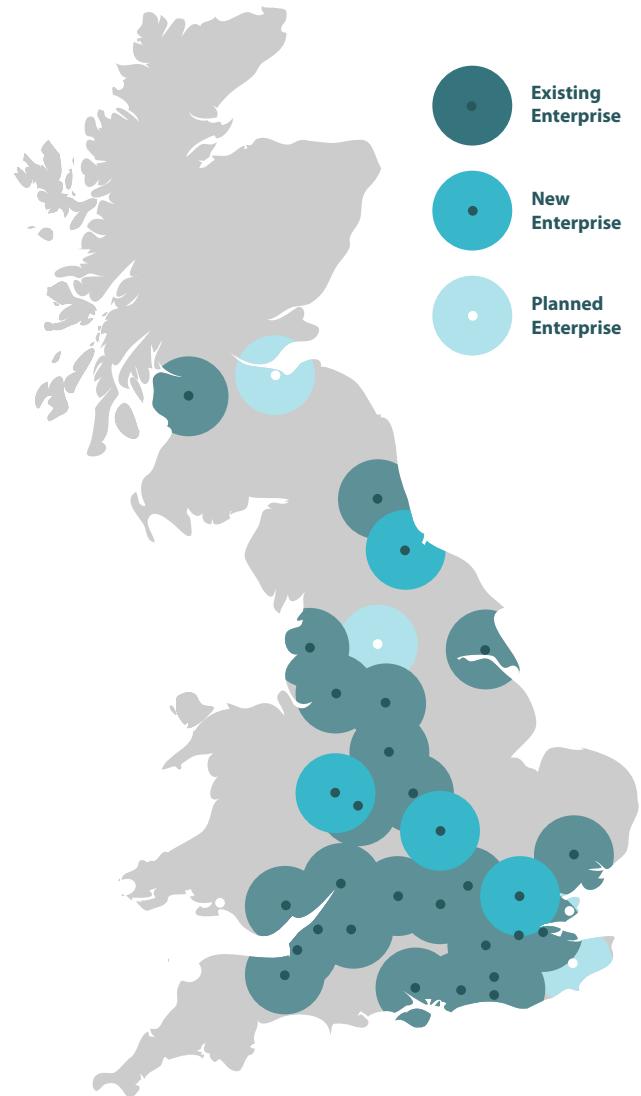
MIDDLESBROUGH, YORKSHIRE

Covering North Tyneside, South Tyneside and Sunderland, Resources North East help business and young people develop their apprenticeships in construction, I.T. and business administration.

WOOD SAINTS

WOLVERHAMPTON, WEST MIDLANDS

Wood Saints is a wood recycling and re-use enterprise launched by All Saints Action Network Ltd (ASAN) to collect and reuse wood from all over the Black Country.



PLANNED ENTERPRISES

Community Wood Recycling is supporting development of enterprises in the following cities in 2018-19:

EDINBURGH, ASHFORD, SOUTHEND, LEEDS

RAISING STANDARDS

In order to provide the best possible service through our network of local social enterprises we invest in thorough training and we have a quality management system in place. Not only do we respond promptly to any complaints, but we are continually improving and refining our procedures to ensure our service actively exceeds customer expectations.



TRAINING

All our member enterprises receive personalised training at our head office at and our flagship Brighton enterprise. We have developed a ten module training programme for enterprise staff.



COMMUNICATION

We communicate our service expectations to enterprises with our Operating Guide and consultation with enterprise managers. Service standards are emphasised through a weekly update, regular newsletters and twice yearly regional meetings, as well as mentoring and support on a daily basis. Likewise, we explain our collections process to site managers and staff so they know how to work most effectively with the service.



FOLLOW-UP SURVEYS

We follow up collections from every new site with a phone survey to see how staff on site are finding the service. It's very rare that we encounter any problems, but if we do, we talk them through with the site manager to find a resolution.



REVIEW MEETINGS

We hold quarterly meetings to review any complaints or concerns raised since the last meeting, attended by key management staff. We examine the effectiveness of our procedures, discuss possible improvements, and implement changes if needed.



SUPPORT AND DEVELOPMENT

Our Enterprise Development team monitors enterprises to ensure they are properly supported and committed to providing high-quality service. We watch closely for warning signs so that issues can be corrected before they impact collection services.

CUSTOMER FEEDBACK

Here are just a few of the things our customers have said about us in follow-up calls:

**Thoroughly pleased, absolutely recommend. Best experience I've had as waste collections go.
Wish I'd known about you guys sooner.**

Everything has gone perfectly, first class.

Fully professional with all the relevant paperwork, and a positive attitude too!

Two lads came along and just got on with it. Very meticulously stacked, took it all away. Very happy.

All going good, they stack it in there nice and tight.

I'd underestimated the amount of timber, but the guys came and were very helpful in assessing how much there was and did 4 loads in one week to clear it all.

EXAMPLE SURVEYS



Wood Waste Collections Quality of Service Survey

Date on System	Survey Date	Surveyor
09/8/2017	09/8/2017	HJ

BAM Construction Ltd: Great Western Academy, SN25 2PP

Site Contact:

Position:

Contact Number:

Collecting Enterprise: Wiltshire Wood Recycling

Survey Questions:

Yes No

1. Have they been arriving on time for the collections?
2. Did they collect everything you needed collecting?
3. Did they estimate the load sizes correctly and give you good value?
4. Overall, are you happy with the service that they have been providing?
5. In principle, is the scheme something you would recommend to other sites?
6. Have you any other comments about this scheme?

Honest, stellar job. Packed everything tightly. Good and environmental.



Wood Waste Collections Quality of Service Survey

Date on System	Survey Date	Surveyor
09/1/2018	09/1/2018	HJ

Barratt Homes North Midlands: Gateford Park, S81 7NZ

Site Contact: Ryan Taylor

Position: Assistant Site Manager

Contact Number: 07887 823 391

Collecting Enterprise: Green Estate Timber Recycling

Survey Questions:

Yes No

1. Have they been arriving on time for the collections?
2. Did they collect everything you needed collecting?
3. Did they estimate the load sizes correctly and give you good value?
4. Overall, are you happy with the service that they have been providing?
5. In principle, is the scheme something you would recommend to other sites?
6. Have you any other comments about this scheme?

Brilliant can't fault them. Did everything we needed them to. Project has just started, we've got about 100 units to do.

Thanks very much for your time. We hope that you will continue to use the service.

Thanks very much for your time. We hope that you will continue to use the service.

EXAMPLE SUMMARY REPORT

Wood Reuse and Recycling - Single Site Summary Your Company - Your Site



97 Church Street, Brighton, BN1 1UJ. Tel: 01273 203040
Email: info@communitywoodrecycling.org.uk

Community Wood Recycling is the trading style of the National Community Wood Recycling Project.
The National Community Wood Recycling Project is a not-for-profit company limited by guarantee.
Registered in England 4626 984. Registered Office: 94 Highdown Road, Hove, BN3 6EA.

Proportions of waste timber reused and recycled

■ High grade reuse (39%) ■ Low grade reuse (33%) ■ Recycling (28%)



Month: January 2017

Recycling Rate: 100% (National average recycling rate for waste timber = < 50%¹)

COLLECTED BY	COLLECTION DATE	WTN No.	WOOD COLLECTED (cubic yds)	WOOD COLLECTED (tonnes ₂)	RECYCLING SUMMARY					
					HIGH GRADE REUSE (DIY, wood products, pallets)		LOW GRADE REUSE (firewood, kindling, allotments)		RECYCLING (chipped for fuel, chipboard)	
					tonnes	%	tonnes	%	tonnes	%
Community Wood Recycling	01/05/2016	WTN001	10	1	0.2	20%	0.5	50%	0.3	30%
Community Wood Recycling	02/05/2016	WTN002	12	1.2	0.3	25%	0.1	8%	0.8	67%
Community Wood Recycling	03/05/2016	WTN003	10	1	0.2	20%	0.4	40%	0.4	40%
Community Wood Recycling	04/05/2016	WTN004	12	1.2	0.7	58%	0.4	33%	0.1	8%
Community Wood Recycling	05/05/2016	WTN005	10	1	0.4	40%	0.5	50%	0.1	10%
Community Wood Recycling	06/05/2016	WTN006	10	1	0.7	70%	0.2	20%	0.1	10%
Totals			64	6.4	2.5	39%	2.1	33%	1.8	28%
Cumulative Totals			436	43.6	14.9	34%	14.5	33%	14.2	33%

Notes: ¹ WRAP/NCWRP research 2009² 1 tonne = 10 cubic yards³ Saving based on the difference between our charges and the national average cost for 8yd skip (£19.44 per yd³ inc. 10% void space)



 Community
Wood
Recycling

10 Tonnes Achievement Award

This is to certify that
Example Company
working with Community Wood Recycling to
save resources and create jobs has diverted 10 tonnes
of wood waste for reuse or recycling from their site at
Example Site


Richard Nehmer
Director, NCWRP

13 April 2016
Date







 Community
Wood
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10 Tonnes Achievement Award

This is to certify that
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Example Site


Richard Nehmer
Director, NCWRP

13 April 2016
Date







 Community
Wood
Recycling

20 Tonnes Achievement Award

This is to certify that
Example Company
working with Community Wood Recycling to
save resources and create jobs has diverted 20 tonnes
of wood waste for reuse or recycling from their site at
Example Site


Richard Nehmer
Director, NCWRP

13 April 2016
Date







 Community
Wood
Recycling

50 Tonnes Achievement Award

This is to certify that
Example Company
working with Community Wood Recycling to
save resources and create jobs has diverted 50 tonnes
of wood waste for reuse or recycling from their site at
Example Site


Richard Nehmer
Director, NCWRP

13 April 2016
Date







 Community
Wood
Recycling

100 Tonnes Achievement Award

This is to certify that
Example Company
working with Community Wood Recycling to
save resources and create jobs has diverted 100 tonnes
of wood waste for reuse or recycling from their site at
Example Site


Richard Nehmer
Director, NCWRP

13 April 2016
Date





